Pacificare of Texas Dallas/Austin

Survey (CAHPSTM 4.0H) Results

rcentage who assigned a rating of 6 or lower to their	Percentage who assigned a rating of 7 or 8 to their	Percentage who assigned a rating of 9 or 10 to their	State Average	
where 0 = the v	vorst possible and 10 = t	he best possible		
Health Plan	26% 37%	37%	21% 38%	41%
Health Care	8% 37%	44%	15% 38%	47%
Personal Doctor	25%	61%	11% 27%	62%
Specialist 9%	27%	64%	11% 26%	63%
ercentage who said they sometimes or never	Percentage who said they usually	Percentage who said they always	State Average	
Got Needed Care 12	% 35%	53%	14% 33%	53%
Got Care Quickly 13	% 31%	56%	15% 29%	57%
Had Plans Handle Claims Quickly & Correctly	31%	55%	12% 32%	57%
Got Efficient & Helpful Customer Service	20% 26%	54%	18% 26%	57%
Had Doctors	27%	64%	8% 22%	70%